

**SECRET**

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Inspector General's Survey  
of the  
Central Reference Service  
March 1972

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**TABLE OF CONTENTS**

	Page
INTRODUCTION . . . . .	1
SUMMARY . . . . .	4
THE CONVERSION OF OCR INTO CRS . . . . .	10
CRS Mission . . . . .	21
The Origins and Goals of CRS . . . . .	24
The Goals . . . . .	25
The CRS Intelligence Product . . . . .	33
Machine Assisted Dissemination (MAD) . . . . .	35
ID Career Service . . . . .	39
OFFICE OF THE DIRECTOR . . . . .	46
Administrative Staff . . . . .	46
Systems Analysis Staff . . . . .	48
Historical Intelligence Collection (HIC) . . . . .	54
INFORMATION SERVICES GROUP . . . . .	57
The Manual Files . . . . .	59
The Automated Files . . . . .	63
The Management of ISG . . . . .	72
The Employees . . . . .	74
Privacy . . . . .	78
Training . . . . .	78
The CIA Library . . . . .	79
Production Control Staff . . . . .	83
Program Coordinator . . . . .	84
Professional-Clerical Ratio . . . . .	85
SUPPORT SERVICES GROUP . . . . .	86
Acquisitions and Dissemination Division . . . . .	91
Document and Pictorial Services Division . . . . .	107
Electronic Data Processing Support Division . . . . .	121

**S E C R E T**

S E C R E T

INDEX TO RECOMMENDATIONS

<u>No.</u>	<u>Page</u>
1 . . . . .	23
2 . . . . .	31
3 . . . . .	44
4 . . . . .	45
5 . . . . .	47
6 . . . . .	34
7 . . . . .	61
8 . . . . .	67
9 . . . . .	73
10 . . . . .	73
11 . . . . .	84
12 . . . . .	87
13 . . . . .	90
14 . . . . .	94
15 . . . . .	97
16 . . . . .	100
17 . . . . .	101
18 . . . . .	103
19 . . . . .	106
20 . . . . .	109
21 . . . . .	113
22 . . . . .	116
23 . . . . .	120
24 . . . . .	124
25 . . . . .	126
26 . . . . .	128

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SUMMARY

25X1 1. The mission of the Central Reference Service, as defined in [ ] is a clear statement of the activities and services performed by it on behalf of the Agency and the USIB community. Furthermore, those mission elements pertaining to the production of [ ] intelligence and the development of document dissemination policies, procedures, and services have recently been reaffirmed as of priority interest by OPPE's FY-1974-1978 Planning Guidance paper.

25X1 2. We found that the objectives or goals of the Service had been rather well defined in Project CHIVE planning papers in anticipation of the 1967 reorganization of GCI. Of eight goals, four had been achieved. The remainder have been satisfied in part or not at all. Specifically, the new organization has failed to coordinate the activities of document indexers and analysts to the extent sought by the planners due largely to the physical and management separation of these two classes of employees; and it has caused the analyst to become increasingly a non-participant in the operation of the organization's AEGIS document retrieval system by the creation of specialist query processors. We propose a minor reorganization and resubordination of personnel to redress these deficiencies.

3. We also observed a surprising rigidity in personnel policies of the Service resulting in a sharp stratification of employees

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